

## Municipal Facilities Operation & Management: **2.2 Household Hazardous Waste Program**

### **2.2.1 Introduction**

The Household Hazardous Waste (HHW) Program is described below. The HHW Program description contains the measures taken to actively eliminate illicit discharges associated with the improper use and disposal of household hazardous materials. These include products used in the routine maintenance of a resident's home, yard and/or vehicle. The HHW Program has been in operation since 1985 and has provided opportunities for the safe disposal of HHW through one-day collection events, a permanent facility, educational programs, and public/private partnership collection activities. The HHW Program serves to divert the inappropriate disposal of HHW from the City's municipal solid waste landfill, the sewer system, the ground and storm water system as such inappropriate disposal may adversely affect the quality of our storm water and/or receiving waters. This environmental message is included in outreach materials when appropriate.

Both the City and the private sector provide collection services for HHW. In 1999, a permanent household hazardous waste transfer facility (HHW transfer facility) was opened at the Miramar Landfill and now serves residents with weekly HHW disposal services. Additionally, to target "at home mechanics", the City operates one-day collection events throughout the city that accept used motor oil, contaminated oil, oil filters, antifreeze and vehicle batteries. These events are promoted as auto product recycling events. Also, the private sector voluntarily collects one or more recyclable auto products from the public.

This component is implemented by the Environmental Services Department, and meets the requirements of the Municipal Permit, as described in Table 2.2-1.

**Table 2.2-1. Permit Requirements – Household Hazardous Waste Program.**

<b>Section</b>	<b>Requirement (Summary)</b>	<b>Permit Section</b>
2.2.2	Facilitate Disposal of used oil, toxic materials, and other household hazardous wastes, to include: <ul style="list-style-type: none"> <li>▪ Educational activities</li> <li>▪ Public Information Activities</li> <li>▪ Establishment of collection sites (see Component 2.3, "Household Hazardous Waste Transfer Facility &amp; Load Check Activities")</li> </ul>	F.5.h.
2.2.2	Implement and designate a minimum Educational Program requirement for all target communities	F.4.a. F.4.b. F.4.c.

<b>Section</b>	<b>Requirement (Summary)</b>	<b>Permit Section</b>
2.2.3	Develop a budget for storm water expenditures for each fiscal year covered by the Municipal Permit	F.8
2.2.4	Document activities for Jurisdictional Urban Runoff Management Program Annual Report	I

The objectives of the this component are to:

- Provide convenient and appropriate HHW collection and disposal opportunities for all City residents, including those citizens that reside at marinas, to decrease the level of illegal disposal of HHW.
- Educate our residents about HHW. Provide information to enable our residents to select and use products in ways that minimize the generation of HHW, as well as, the appropriate methods of storage and disposal.
- Encourage and facilitate the reuse and recycling of HHW. Encourage private industry to use recycled HHW in the manufacture of products such as latex paint and re-refined oil. Promote the approval of local, state, and federal legislation designed to reduce the amount of HHW generated and to facilitate recycling of HHW, and oppose legislation contrary to the goals of the City's Program.
- Conduct inspections at the City operated collection service sites.

## **2.2.2 Activities**

In order to effectively implement the activities, procedures and education and training outlined below, the Environmental Services Department management shall maintain a designated coordinator or coordinators to keep informed about the Municipal Permit so that he/she can provide guidance to Environmental Services Department management and staff in implementing the Environmental Services Department Component of the Urban Runoff Management Plan document. The name(s) of the coordinator shall be submitted to the Storm Water Program by Thursday, February 21, 2002— the Urban Runoff Management Program implementation date. The Environmental Services Department management shall provide the names of new representatives whenever the designated coordinator is replaced. The Storm Water Program will interact with the coordinator(s) to provide the latest Municipal Permit information and to request annual compliance reports from the Environmental Services Department management.

The Environmental Services Development will conduct the following activities, which are further described below:

- Continue to develop and implement education and public information activities and programs to Facilitate Disposal of used oil, toxic materials, and other household hazardous wastes.

- Continue to develop and implement education and training programs for Environmental Services staff.
- Continue to implement an education and outreach program for all pertinent target audiences.
- Continue sponsorship of HHW collection services.
- Continue to increase the number of participants using HHW services.
- Continue cooperation with privately operated auto product collection services. Use lists of these sites in public information and education activities to increase public awareness and use of these services.
- Continue an active public education program to create a high level of public awareness of the proper storage and disposal of HHW and to encourage source reduction measures, e.g., use of alternative, less-toxic household products.
- Continue to conduct hazardous substances enforcement activities including daily checking of loads at the Miramar Landfill. Redirect HHW to appropriate disposal and initiate enforcement, as appropriate.
- Sponsor or initiate legislation or changes in regulations to promote sound HHW management.
- Continue to promote development of markets and/or facilities to appropriately reuse or exchange HHW.
- Maintain public-private partnerships and establish new partnerships with City departments to enhance community and education outreach and maximize impact of outreach dollars.

#### Activity 1 - Education & Training for Environmental Services Department (ESD) and Other City Staff

##### *1. Internal/Municipal Education*

The City of San Diego plans to conduct two levels of education and training for staff: General and Activity Specific. All staff will receive a basic introduction to the issue via a “General Storm Water” workshop created and provided to City Departments by the General Services Storm Water Pollution Prevention Program. Additionally, those departments or work groups that perform work activities specifically identified in, and affected by, the Permit will create, execute and fund Activity Specific training sessions to introduce new work processes, functions and behaviors that incorporate the Best Management Practices (BMPs) necessary for staff to prevent illegal discharges into the City’s storm water collection and conveyance system and recreational waters.

##### *A) General Storm Water Training Funded By the Storm Water Program:*

The General Storm Water workshops, while created and funded by the Storm Water Program, are primarily being given by trainers to the staff of their respective departments. And, Items 2 - 6, below, are the educational materials created for the workshops. A "Train the Trainer" workshop was also created and given by the Storm Water Program (Item 7) to familiarize the trainers on the material and subject matter prior to rolling out the General Training workshop to their department staff.

**Table 2.2-2. Storm Water Program General Training City-Wide.**

ITEM	AVAILABLE
1. Clean Water Leader/3-Cs BMP Reference Card	July 2001
2. General Storm Water Training Video	October 2001 To be completed by June 2002
3. City Employee Brochure	October 2001
4. Stop Pollution Pad	October 2001
5. Employee Knowledge & Behavior Survey. To be given before and after each General Storm Water Workshop by department trainers	October 2001
6. Frequently Asked Questions for department Trainers	October 2001
7. Train the Trainer Sessions. Training of department trainers on content and materials for the General Storm Water Workshops	September 10-14, 2001
8. Storm Water Newsletter	July/August 2002*

\* Note that Items 1 through 7 occurred in FY 2002 and reflect actual costs for citywide distribution, and that Item 8 is slated for Fiscal Year 2003 and reflects an estimated cost and available date.

#### ***B) Activity Specific Storm Water BMP Training(s) for Environmental Services Department Staff***

The Environmental Services Department staff will work closely with the Storm Water Program to create and or update training modules for Environmental Services Staff, which incorporate BMPs instituted for the HHW transfer facility and Load Check Operations. Environmental Services Department supervisory staff will conduct the training annually and monitor staff's understanding of the BMP practices as part of the daily supervisory activities.

**Table 2.2-3. Activity Specific Training.**

ITEM	AVAILABLE*
1. Identify needs, create and execute Activity Specific trainings	Completed by February 2002
2. Create Storm Water BMP Reference Binders for Staff	Completed by February 2002

ITEM	AVAILABLE*
3. Update BMP Reference Binders –periodic	June 2003
4. Storm Water BMP Bulletin Boards in Employee Area(s)	June 2003
5. Train new employees on Storm Water activities. General and Activity Specific to be conducted by supervisor	New Employee Orientation
6. An applied knowledge demonstration of the classroom, or tailgate training session	Ongoing after February 2002 During daily operations

\* Note the completion dates listed are estimated. Actual completion dates may vary depending upon other program factors.

### *C) Educational and Training to Other City Staff via Environmental Services Department*

The HHW Program presently educates City staff on prudent purchasing of HHW, proper management and disposal of HHW, recycling of HHW, and basic storm water protection information through new employee orientations, in annual trainings throughout their work career, and by receiving other printed information. City staff receives this education through training activities (either in a classroom or via computer-based interactive programs), brochures sent to City facilities and neighborhood permit centers, articles in the quarterly Hazardous Materials Management Program newsletter, and information provided on the City website and 24 hour “Just Call” City information hotline.

The Environmental Services Department staff delivers hazardous materials management training where HHW and basic storm water protection information is a substantial portion of the information delivered. Each department funds the cost of its staff utilizing these annual training activities. The costs for the printed brochures, the Hazardous Materials Management Program newsletter, and other printed informational items are at no additional cost.

**Table 2.2-4. Environmental Services Department Internal Training Costs.**

Item	Availability
Hazardous Materials Mgmt Program (HMMP) Newsletter- Where appropriate incorporate Storm Water messages and Best Management Practices information	Presently available.  Incorporate Storm Water messages December, 2002
HMMP Training Activities Where appropriate incorporate Storm Water messages and Best Management Practices information	Presently available Incorporate Storm Water messages December, 2002

HHW Transfer Facility Brochure	Presently available
HHW Transfer Facility Brochure	Presently available
Auto Product Recycling Guide	Presently available

#### *D) Activity Specific Storm Water Best Management Practices Training*

For the HHW transfer facility and the one-day collection events, staff working at these sites receives site-specific training to ensure storm water protection and best management practices are implemented during operations.

#### *Activity 2 - External Education*

The HHW Program's educational outreach targets schools and teachers, community groups, and special interest groups. The outreach efforts focus on products used in the routine maintenance of a resident's home, yard and/or vehicle including suggestions on prudent purchasing and reduced usage of these types of hazardous products, and appropriate disposal or recycling of leftover or used HHW. The participants receive information on HHW collection services, informative written materials, and promotional items such as pencils and magnets.

- **Used Oil Program (Auto Product Recycling):** As motor oil and other products used in the maintenance of a vehicle pose a major potential source of storm water pollution, the City focuses on HHW related to vehicle maintenance. These education and media outreach activities are funded by a grant from the California Integrated Waste Management Board. The media outreach promotes recycling of auto products through City and private sector collection services and the HHW transfer facility. These outreach activities include newspaper and bulk mail inserts; mass mailing to residents; City water bill inserts; ads placed in special interest group publications; news releases sent to local and community newspapers, and radio and television stations; calendar articles in various newspapers and publications; and brochures displayed at City facilities such as libraries, community service centers, and park and recreation centers.
- **Schools (Academic Institutions):** The HHW Program reaches students through presentations given to classrooms, all-school assemblies and special events such as science fairs. Teacher workshops are also given to supply educators with class curriculum and learning materials to incorporate into their class activities.
- **Community Outreach To General Public And Residential Customers:** The HHW Program provides outreach to community groups that include the general public,

multilingual audiences, and residents. Outreach methods include presentations, display booths at events such as community fairs, athletic activities, and employee health fairs. Brochures and other educational media are printed in one or more languages to reach the non-English speaking audience.

- The Hazardous Substance Enforcement Team: educates customers using the hand unloading area of the Miramar Landfill regarding the proper disposal of HHW. If City staff finds HHW in a load, staff returns the HHW to the customer and provides information for proper disposal. If hazardous wastes are found in a business load while the business personnel are present, City staff returns the hazardous waste with a Notice of Violation and referral to available collection services.
- Information Hotlines: City operated hotlines provide residents with information on the safe use, storage, and the opportunities for proper disposal of HHW. Information regarding routine maintenance of the home and yard are addressed via the HHW hotline, and those regarding routine vehicle maintenance are addressed via the Used Oil Infoline. Hotline services related to used oil and oil filter are funded by a grant from the California Integrated Waste Management Board. For both hotlines, phone lines are operational 24 hours each day serving not only residents within San Diego city, but also providing referral information for residents outside of the city boundaries. Messages are available in English and Spanish. The hotlines employ a computer software system that allows callers to gather information after hours and request information for follow up by staff on the next business day.

**Table 2.2-5. Household Hazardous Waste External Education.**

Item	Availability
1.HHW Program Available Service Brochures	Presently available
2. One-Day Collection Event Schedules	Presently available
3. HHW Fact Sheets	Presently available
4. Printed Media	Presently available
5. Hotline Services	Presently available
6. Presentations & Booth Activities to Community Groups and Special Interest Groups	Presently available
7. Brochures, Fact Sheets, Electronic Presentations, Event Schedules Advertising Copy and other outreach media containing storm water messages covered under the NPDES permit shall identify the program and its materials with the City's efforts to clean-up our beaches, bays and watersheds.	January 2002

*\* Note the completion dates listed are estimated. Actual dates may vary depending upon other program factors.*

### Activity 3 - Establishment of Collection Sites

The Program's goal is to provide service to 6,000 homes and collect 225 tons of HHW annually through City operated collection services.

#### *1. City Operated Collection Services*

- Household Hazardous Waste Transfer Facility

The City's HHW transfer facility opened in November of 1999 and operates by appointment on Saturdays except for major holidays. The HHW transfer facility accepts HHW used for the routine maintenance of a resident's home, yard, vehicle and/or boat. The activities related to used oil and oil filter collection are funded by a grant from the California Integrated Waste Management Board

- Door-to-Door Services

The City provides pick-up service by appointment for elderly or disabled residents who are unable to transport their HHW. The HHW collected are transported to the HHW transfer facility by a registered hazardous waste transporter. Participation and tonnage is included in the data for the HHW transfer facility.

- One-Day Collection Events (Auto Product Recycling Events)

The City provides one-day collection events throughout the city that accept used motor oil, contaminated motor oil, oil filters, antifreeze, and vehicle batteries. The activities related to used oil and oil filter collection are funded by a grant from the California Integrated Waste Management Board

#### *2. Private Sector Operated Collection Services*

- Auto Products Collection

More than 90 businesses in the city accept one or more recyclable auto products including used motor oil, oil filters, antifreeze, and/or vehicle batteries. The City tracks the businesses participating in this voluntary effort, funds collection services at participating retail stores, and promotes the availability of the services in its hotlines and through its Auto Product Recycling Guide brochure.

**Table 2.2-6. Household Hazardous Waste Collection Services.**

Item	Availability
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HHW Transfer Facility Collection Services	Presently available
Door-to-Door Collection Services	Presently available
One-Day Collection Events	Presently available
Private Sector Auto Product Collection	Presently available

### **2.2.3 Phasing**

The City has implemented its HHW Program as part of the National Pollution Discharge Elimination System (NPDES) permits issued to the City's landfills, and Point Loma Wastewater Treatment Plant, and the General Storm Water permit. These permits along with permits to conduct HHW collection services have required the implementation of storm water related activities. Training of appropriate staff has been performed, and BMPs are implemented in compliance with these permits. Annually, the City evaluates the effectiveness of outreach methods used, eliminates those less effective methods and implements new outreach mechanisms. No additional activities are presently planned.

## 2.2.4 Annual Assessment

The following form is representative of the quantitative and qualitative measures that will be tracked by the Storm Water Program regarding the Household Hazardous Waste Program component in order to prepare the Jurisdictional Urban Runoff Management Program annual assessment. *These assessment factors and questions are presented for information only; some questions may be modified prior to each annual assessment period, and not all of the factors or questions below may apply to each component's responsible department(s).* Prior to each fiscal year, a tailored Annual Assessment Form will be distributed to responsible departments, and will include an Excel spreadsheet containing direct and indirect quantitative and qualitative measures similar to the example below. The Storm Water Program will provide a blank copy of the Annual Assessment Form and additional guidance to department management prior to the beginning of each fiscal year. Submission of this report will require department director approval.

### **Program Assessment Form - Municipal Facilities Operations and Management - Household Hazardous Waste Program**

#### **QUANTITATIVE ASSESSMENT:**

Activity	Quantity	Units	Comments
Number of high priority municipal facilities		#	
Number of high priority municipal facilities targeted for inspection		#	Due to calendar-year vs. fiscal year, staffing, budget, etc., as well as Permit Section F.3.b.(6)(d), the number of sites targeted for inspection may be less than the actual number of sites.
Number of high priority municipal facilities inspected		#	Number of sites (not the number of inspections, which may or may not be the same).
Number of medium and low priority municipal facilities inspected		#	See above.
Quantity of material removed from MS4		tons	direct measure; report in tons.
Quantity of debris removed that could have enter MS4 (i.e. street sweeping, litter removal)		tons	direct measure; report in tons.

**QUALITATIVE ASSESSMENT:**

1. Describe the major accomplishments of this component over the past year.

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2. Summarize the educational and outreach activities conducted for this component over the past year to educate staff on water quality principles.

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3. Summarize new activities or improvements to be implemented next year as a result of your self-assessment.

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4. Other comments.

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**FINANCIAL ASSESSMENT:**

Estimated annual storm water expenditures:

Personnel Expenditures: \_\_\_\_\_

Non-personnel Expenditures: \_\_\_\_\_